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 Gronberg et al.
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U.S. Patent Documents

Examiner Initial	No.	Patent No.	Date	Patentee	Class	Sub-class	Filing Date
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Foreign Patent or Published Foreign Patent Application

Examiner Initial	No.	Document No.	Publication Date	Country or Patent Office	Class	Sub-class	Translation	
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/RL/	Q	0845748	03/06/1998	EPO	17	60		X
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/RL/	T	Don Steinberg; <u>The Man with the E-Commerce Answer – Technology Supergenius Mark Lucente wants to give your Web site a brain so it can have a nice, profitable conversation with customers</u> ; DIALOG printout, page 1-3; Ziff Davis Smart Business for the New Economy; February 1, 2001
/RL/	U	Clinton Wilder; <u>The Complete Package - - With the novelty of the internet worn off, online shoppers will expect a lot more than fast Web sites and timely delivery this holiday season</u> ; DIALOG printout, page 3-4; InformationWeek; October 16, 2000;
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Examiner: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.